



Modify Benefits Issuance Important Reminders

Completing Reissue Formula and Voiding Future Months Benefits

During the current month's benefits, if no benefits have been redeemed and you are wanting to make a formula change only, we have instructed you to go ahead and use the Reissue Formula feature. When there are also future months benefits issued, you were also instructed to void the future months benefits to get those months corrected with the new formula.

Recently we have been notified by KWIC Helpdesk that errors have been occurring during this process at times. **This is due to the reissued benefit period being selected in error to be voided at the end of the process.**

Retrieve the client that needs the formula change and go to the Modify Benefits Issuance screen and select Reissue Formula and the Void Issuances option on the first screen. Once this has been completed, click Next.

What would you like to do?

- ☒ Reissue formula in exchange for returned and/or unredeemed cans of formula from the current month's benefits.
- ☐ Retailer foods for the current month's remaining balance after redemptions.
- ☒ Void issuances for months with no redemptions. A new food package may be assigned, which might be prorated when issued.

Issuances available for revision:

Month	First Use	End Use	Benefit Status	Food Package
November, 2018	11/24/2018	12/23/2018	Currently Active Benefits	Child 2 to 5 yr (PB)
December, 2018	12/24/2018	1/23/2019	Future Active Benefits	Child 2 to 5 yr (beans)
January, 2019	1/24/2019	2/23/2019	Future Active Benefits	Child 2 to 5 yr (PB)

Once you click next, follow the steps to reissue the formula needed. After this has been completed, click Next again.





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Enter the number of cans to be voided (removed from the EBT account). [Assign Food Package](#)

Formula to Void

First Use	End Use	Formula	Client Issued	Family Issued	Family Redeemed or Voided	Family Remaining	Qty to Void
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Enter the number of cans returned next to the formula below, and enter a note.

Formula Returned

Formula	Qty
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Notes
Client needs pediasure w/Fiber RTF

Select the Formula to Reissue from the list, and select the number of containers to reissue.

Replace Formula

Assigned Food Package **1TS - 4b PB - Child 2 to 5 yr (PB)**

Select Formula to Reissue ☒ PediaSure with Fiber RTF 6pk

Units to be voided/removed
Units returned by the client
Total equivalent containers to reissue
Containers to reissue

<<< Back Next >>> Save Cancel

Once you click Next, you will then be taken to the Void screen. There, it will list the current month (which you just did the reissue on) and the future month(s). This is where the errors are occurring. **Do not** select the current month that you just completed the reissue on. This will cause system issues and problems with the client's benefits. CQuest is working to keep the system from allowing you to void the current month, that you just completed the Reissue on, with our 4.1 release that will be coming out soon. Until then, make sure you do not select that month. Only select the **future** months benefits and then hit Save.

Void Benefits

Why are you voiding Benefits?
Food Package Change

Select the month(s) you want to void:

id	Month	First Use	End Use	Benefit Status	Food Package
<input type="checkbox"/>	November, 2018	11/24/2018	12/23/2018	Currently Active Benefits	Child 2 to 5 yr (PB)
<input checked="" type="checkbox"/>	December, 2018	12/24/2018	1/23/2019	Future Active Benefits	Child 2 to 5 yr (beans)
<input checked="" type="checkbox"/>	January, 2019	1/24/2019	2/23/2019	Future Active Benefits	Child 2 to 5 yr (PB)

Would you like to go to the Assign Food Package window to assign a new food package? ☒ Yes ☐ No

<<< Back Next >>> Save



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Reissue Formula-Voiding Previous Formula Issued

When using Reissue Formula under Modify Benefits Issuance, it is important to make sure you complete all the items necessary on the screen when reissuing formula or there is potential that the client could have both the right formula and the wrong formula issued to their account.

During the reissue process, make sure that you void any remaining cans of the old formula that are still in their eWIC account before saving the reissue formula screen.

However, if you do forget to do this, there is still a way to go back in and void that formula out during the current benefit period. Follow the example below for the steps on how to do this.

In this example, the client's formula was originally Similac Advance PWD for 7 cans and the Reissue Formula was completed to provide the client with Similac Spit Up PWD for 7 cans. The original Similac Advance PWD 7 cans were not voided during the process as you can see from the eWIC Balance screen.

Balance for 12/17/2018 to 1/16/2019	
32.00 CNT	Baby Food Fruit & Vegetables
24.00 OZ	Infant Cereals
7.00 CNT	Similac Advance PWD 12.4oz
7.00 CNT	Similac Spit Up PWD 12oz



The first step to correct this is to get into the Client's record that needs to be fixed and go back into the Modify Benefits screen and select Reissue Formula again and click Next.





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What would you like to do?

☒ Reissue formula in exchange for returned and/or unredeemed cans of formula from the current month's benefits.

☐ Retailor foods for the current month's remaining balance after redemptions.

☐ Void issuances for months with no redemptions. A new food package may be assigned, which might be prorated when issued.

Issuances available for revision:

Month	First Use	End Use	Benefit Status	Food Package
December, 2018	12/17/2018	1/16/2019	Currently Active Benefits	Formula Fed 9-12 mo
December, 2018	12/17/2018	1/16/2019	Currently Active Benefits	R" 1TS - 2-FF 9-12M

<<< Back Next >>>

Once you click Next, you will then see the two formulas that were issued to the client and see that both amounts are still remaining in the account. (This is just an example, the amounts may look different based on redemptions made in production).

Enter the number of cans to be voided (removed from the EBT account). [Assign Food Package](#)

Formula to Void

First Use	End Use	Formula	Client Issued	Family Issued	Family Redeemed or Voided	Family Remaining	Qty to Void
12/17/2018	1/16/2019	Similac Advance PWD 12.4oz	7.00	7.00	0	7.00	<input type="text"/>
12/17/2018	1/16/2019	Similac Spit Up PWD 12oz	7.00	7.00	0	7.00	<input type="text"/>

Enter the number of cans returned next to the formula below, and enter a note.

Formula Returned

Formula	Qty
Similac Advance PWD 12.4oz	<input type="text"/>
Similac Spit Up PWD 12oz	<input type="text"/>

Notes

Select the Formula to Reissue from the list, and select the number of containers to reissue.

Replace Formula

Assigned Food Package **1TS - 2-FF 9-12M - Formula Fed 9-12 mo**

Select Formula to Reissue ☒ Similac Spit Up PWD 12oz

Units to be voided/removed 0

Units returned by the client 0

Total equivalent containers to reissue of

Containers to reissue



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Now that you are here, go to the formula that needs to be voided and enter the number of cans to be voided in the “Qty to Void” box. Once that amount is entered, select the food package that is available at the bottom of your screen (you will not actually issue more if you follow these steps carefully), enter a “0” in the “Containers to reissue” box instead of what the system automatically put in and then enter a note in the notes field. Once you have done all of these steps and you can see that the containers to reissue box is set to “0”, then click the Save button.

Formula to Void						
First Use	End Use	Formula	Client Issued	Family Issued	Family Redeemed or Voided	Family Remaining
12/17/2018	1/16/2019	Similac Advance PWD 12.4oz	7.00	7.00	0	7.00
12/17/2018	1/16/2019	Similac Spit Up PWD 12oz	7.00	7.00	0	7.00

Enter the number of cans returned next to the formula below, and enter a note.

Formula	Qty
Similac Advance PWD 12.4oz	0
Similac Spit Up PWD 12oz	0

Select the Formula to Reissue from the list, and select the number of containers to reissue.

Assigned Food Package **1TS - 2-FF 9-12M - Formula Fed 9-12 mo**

Select Formula to Reissue ☒ Similac Spit Up PWD 12oz

Units to be voided/removed **7**

Units returned by the client **0**

Total equivalent containers to reissue **7** of **7.00**

Containers to reissue **0**

<<< Back Next >>> Save Cancel

After following those steps, you can now see the Similac Advance PWD 7 containers have now been voided, no other formula was issued and the client now has the correct amount of formula in their account.

Current Benefits for zzAlyssa Alatorre-Navarro Stude	
▲ Balance for 12/17/2018 to 1/16/2019	
32.00 CNT	Baby Food Fruit & Vegetables
24.00 OZ	Infant Cereals
0.00 CNT	Similac Advance PWD 12.4oz
7.00 CNT	Similac Spit Up PWD 12oz



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Retailor Foods

Recently a new function was turned on in KWIC that allows staff to Retailor one client's food package in a group, one time in the current month benefit period.

Modify Benefit Issuance Poppy

Notices Poppy

Modify Benefit Issuance Wizard - Step 1

Client: 12071472 Poppy Warren Test

What would you like to do?

☒ Reissue formula in exchange for returned and/or unredeemed cans of formula from the current month's benefits.

☒ Retailor foods for the current month's remaining balance after redemptions.

☒ Void issuances for months with no redemptions. A new food package may be assigned, which might be prorated when issued.

Issuances available for revision:

Month	First Use	End Use	Benefit Status	Food Package
November, 2018	11/24/2018	12/23/2018	Currently Active Benefits	Pregnant or Mostly BF
December, 2018	12/24/2018	1/23/2019	Future Active Benefits	Pregnant or Mostly BF
January, 2019	1/24/2019	2/23/2019	Future Active Benefits	Pregnant or Mostly BF

This option is a very useful tool in case a food package needs to be changed mid benefit period due to some extenuating circumstances. However, you **must** be very careful when using the Retailor Foods function, because any error that happens when retailoring the food package, once you hit that save button to save the retailor, **the error cannot be fixed, even by CQuest.**

Please make sure to read the training information regarding the Retailor Foods thoroughly before using it. It can be located [here](#). Also, if you have any questions while using the Retailor Foods function, please do not hesitate to reach out to your ME team as they will be able to help walk you through it.

